

TENNESSEE PUBLIC UTILITY COMMISSION

Kelly Cashman-Grams
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502 Deaderick Street, 4th Floor
Nashville, TN 37243-0001

December 16, 2025

Electronically Filed in TPUC Docket
Room on December 16, 2025 at 5:31 p.m.

Ms. Karen Stachowski
Deputy Attorney General
Office of the Tennessee Attorney General
Consumer Advocate Division
P.O. Box 20207
Nashville, Tennessee 37202

Via Email to karen.stachowski@ag.tn.gov

RE: Docket No. 25-00095, *In re Consumer Advocate Records Request Pursuant to Tenn. Code Ann. § 65-4-118 for Consumer Complaints against Atmos Energy Corporation, Piedmont Natural Gas, Chattanooga Gas Company, Appalachian Power Company, Tennessee-American Water Company, and Limestone Utility Operating Company, LLC, since January 1, 2025*

Dear Ms. Stachowski:

I have received your letter dated December 9, 2025, in which you requested a copy of all consumer complaints filed against Atmos Energy Corporation, Piedmont Natural Gas, Chattanooga Gas Company, Appalachian Power Company, Tennessee-American Water Company, and Limestone Utility Operating Company, LLC, since January 1, 2025. Please find attached all such records received by the Commission. If you have any questions regarding this information, please do not hesitate to contact me.

FOR THE TENNESSEE PUBLIC UTILITY COMMISSION:



Kelly Cashman Grams, General Counsel

TPUC Utility Complaint Number 250165

Date Filed: 05/06/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Atmos Energy Corporation

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

These people told me they turned my gas off after I told them to turn it off after I told them my dad died and I needed the account placed in my name. Then 15 MONTHS later they give my dead dad a bill for over 354 because they say the gas was never turned off and they say they have no records of me saying my dad died yet they have records of me putting the address in my name and of me closing my account. Theres only one address. They admit it was put in my name & my account closed.

TPUC Utility Complaint Number 250271

Date Filed: 08/22/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Atmos Energy Corporation

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Today August 22nd around 8 40-9 00 am whoever did maintenance on a natural gas line in [REDACTED] TN. Possibly Clay County Gas and Utility Were right next to the Celina k-8 school when they punctured the gas line and systematically endangered hundreds of students including my own 5 year old son. The leak was directly next to his school and immediately caused every single parent to rush to the school and become stuck in a dangerous car line inhaling the fumes. This is UNACCEPTABLE NEGLIGENCE

TPUC Utility Complaint Number 250278

Date Filed: 08/27/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Atmos Energy Corporation

Type Of Service (Internet, Cable, Phone, Gas): Gas

Contacted Utility Regarding Complaint?: Yes

Link To Additional Documents:

In the process of getting service connected at a new home being constructed a customer service representative at Atmos intentionally sent a shutoff order to turn the gas off at the current residence. At this moment we do not have natural gas service at either the current residence which we currently occupy nor the new residence which we are trying to get mechanical inspections completed. At no point did we request a service disconnection this was malicious.

TPUC Utility Complaint Number 250013

Date Filed: 01/17/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, etc) Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I called Piedmont Natural Gas to turn the heat on on 10 19 24 but their technician told us theres leak and told us to get it fixed. But after I hired a heating and cooling company to come out and fix what PNG technician is claiming found out theres no leak I believe this is Mild Practice When the company claims there a gas leak when there is none. It costs almost 1200 and I need help to solve this to have PNG to reimburse the cost also bring better understanding.

TPUC Utility Complaint Number 250028

Date Filed: 01/30/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, etc) Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I am filing a complaint regarding the final bill for service from 11 28-12 30 24 at the service address above. The bill reflects excessive usage for a single month. Especially when compared to the previous 2 months. I have sent the bills and described the complaint in more detail in an email sent to consumercomplaint.tra tn.gov as requested above. I look forward to working with you through the investigation of this complaint and I hope that a reasonable resolution can be reached.

TPUC Utility Complaint Number 250074

Date Filed: 02/13/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co

Type Of Service (Internet, Cable, Phone, etc) Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

The bill for Nov/Dec greatly exceeded the bill for the same time period of the year before. I filed a complaint with Piedmont Gas and they sent out a technician on 12/02/24 who spent three hours testing everything and could not find any gas leak, and all of my gas appliances were operating within the manufacturers specifications. After the inspection I called customer service and they refused to make any adjustment to the bill. I assumed there was a malfunction in the gas meter. Thank you

TPUC Utility Complaint Number 250080

Date Filed: 02/13/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, etc) Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Piedmont has shut off my service and I have no heat during these BELOW freezing temperatures this week . Although I have had the service for 6 years never missing a payment they have not only disconnected my service but are padding my bill with 205 149 reconnection fee 55 deposit ON top of the 249 utility bill. I am unemployed zero monthly income. The agent who haughtily ignored my concerns over the below freezing temps and framed the disconnection as a courtesy offered nothing

TPUC Utility Complaint Number 250100

Date Filed: 02/25/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas): Gas

Contacted Utility Regarding Complaint?: Yes

Link To Additional Documents:

Last summer I became frustrated when I was receiving bills around 15 for my gas usage with Piedmont. My rented house only uses gas for heat. The CS rep at the time struggled to communicate why this was the case. After 20-30 minutes on the phone with me she let out that there is an option to a freeze an account and turn it back on at a later date. I asked a few different ways and was told there was no fee to turn it back on. I turned it back on and received bill for 80 to reactivated.

TPUC Utility Complaint Number 250119

Date Filed: 03/19/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Piedmont is refusing to maintain their side of the lines. I contacted multiple times to report that my meter dances around like a hula girl and the regulator has NO identifying marks on it and the model serial plate has since been lost to the elements. They refuse to effect repairs stating that nothing is wrong. These lines cant have been touched since 1970 and the rubber gasket around the regulator is falling apart. Piedmont confirmed their side contains meter to the street hookup.

TPUC Utility Complaint Number 250121

Date Filed: 03/22/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I have been consistently overcharged by Piedmont Gas on my monthly bill. I have reached out multiple times but have not received a response from Piedmont. On my March bill I used 119 Therms. The posted rate on their website is a 17.45 base charge plus 0.70783 per therm. Based on this calculation my bill should have been 101.68 plus Metros franchise fee . My gas charges from Piedmont were 159.58. This overbilling needs to be investigated and stopped.

TPUC Utility Complaint Number 250151

Date Filed: 04/14/2025
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
State: TN
Zip Code: [REDACTED]
Phone Number: [REDACTED]
Email Address: [REDACTED]
Company That The Complaint Is Against: Piedmont
Type Of Service (Internet, Cable, Phone, etc) Gas
Contacted Utility Regarding Complaint? Yes
Link To Additional Documents:

In November 2024 It Was Found That We Had Been Cross Billed With [REDACTED] Going Back As Far As 2016. When The Billing Was Corrected Piedmont Natural Gas Would Only Go Back Until July 2024 Because They Had Changed Billing Systems. I Requested They Go Back Through Their Legacy System And Resolve Our Overbilling. They Have Refused So I Am Bringing This Issue To You To See If There Is Anything You Can Do To Help. Case [REDACTED] Account [REDACTED].

TPUC Utility Complaint Number 250222

Date Filed: 07/14/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas): Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Piedmont Gas turned off the gas to our condo building on Thursday July 10 without any warning to residents or our property management company. They said that someone directed them to turn the gas off and they wont tell us who gave them that direction. Its now Monday and our building still does not have gas. They are uncooperative and are very slow to respond. They are now requiring access to all units in order to turn the gas on. Please help as this is unacceptable.

TPUC Utility Complaint Number 250274

Date Filed: 08/25/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas): Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Writing to formally dispute an unusually high gas bill issued by Piedmont Natural Gas. The increase in charges is not due to any fault change in usage but rather stems from a malfunctioning gas meter that Piedmont installed. Despite this they refuse to negotiate or adjust the bill claiming the issue is solely the customers responsibility. This position is unacceptable. Requesting Piedmont take responsibility for the faulty meter & work with the customer to reach a fair & accurate resolution.

TPUC Utility Complaint Number 250303

Date Filed: 09/30/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas): Gas

Contacted Utility Regarding Complaint?: Yes

Link To Additional Documents:

My Sept bill of 255.11 is in dispute. Piedmont is claiming that because they did not take a meter reading from June-Sept they are now charging for 196 therms used. It is summer time and I only have a gas log pilot light and a small gas lantern in use. Their records show I have a gas hot water heater. This is incorrect. My HWH is electric. Historically the average summer therms used at my home is 16 mth. I suggest the therm usage for 4 months should be more like 64 not 196.

TPUC Utility Complaint Number 250332

Date Filed: 10/21/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Service is on budget billing. For the FY24 25 the household used less gas than FY23 24 and finished the year with a credit after participating in their Equal Payment Plan service resulting in a 0 invoice for 12th month of the Fiscal year and having an 30 credit remaining on the account. Piedmont Gas has indicated that our Equal Payment plan billing is being increased by 36 for FY25 26 based on the previous years utilization???. When contacted they closed my case without contact.

TPUC Utility Complaint Number 250364

Date Filed: 11/27/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

The gas company transferred a past-due balance from an account that was not mine. I was not on that account and did not authorize any charges or transfer. I contacted them with documents showing the ACH debit was unauthorized and refunded. I am requesting the transferred balance be removed. Supporting documents have been emailed.

TPUC Utility Complaint Number 250365

Date Filed: 11/27/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

The gas company transferred a past-due balance from an account that was not mine. I was not on that account and did not authorize any charges or transfer. I contacted them with documents showing the ACH debit was unauthorized and refunded. I am requesting the transferred balance be removed. Supporting documents have been emailed.

TPUC Utility Complaint Number 250369

Date Filed: 12/03/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: OH

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Piedmont Natural Gas Co.

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Piedmont shut off my gas without proper warning. They did not call me did not leave a message and did not give us 24 hour warning via in person communication. They left a flyer on our door did not check the box saying gas will be turned off within 24hours and just turned off our gas. They are now charging me a reactivation fee and a 300 deposit. This 300 deposit does not align with two billing cycle requirement and is not representative of the 6 years of on time payment as a customer.

TPUC Utility Complaint Number 250159

Date Filed: 04/26/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Chattanooga Gas Company

Type Of Service (Internet, Cable, Phone, etc) Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I am emailing documentation of my billing and meter issues that have not been resolved and began in December 2024.

TPUC Utility Complaint Number 250205

Date Filed: 06/20/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Chattanooga Gas Company

Type Of Service (Internet, Cable, Phone, etc) Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I started service in 9 2017 and had continuous service until 5 2024. I told I have 2 prior accounts with balances 1 closed in 2020 and 1 in 2024. I never closed my account Im also having difficulty understanding how there were no attempts to collect a supposed balance on one of the accounts that was allegedly owed since 2020 especially when I remained a customer. I have not received any documentation stating there was a balance owed from 2020. Im being threatened with disconnection .

TPUC Utility Complaint Number 250210

Date Filed: 07/03/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Chattanooga Gas Company

Type Of Service (Internet, Cable, Phone, etc) Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

[REDACTED] who Chattanooga Gas contracted to put in new gas lines in our neighborhood cut my EPB fiber optics cables on Monday which cut off my internet and now they have hit a water line right up my street where they have had the road completely blocked all day and many of us now have no water. They have dug three holes in my yard one in my driveway which they have not properly patched. While I have access to gas lines on my property I am not hooked up and not a customer.

TPUC Utility Complaint Number 250276

Date Filed: 08/26/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Chattanooga Gas Company

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Usage for June of 2025 was reportedly over 2.5 times any previous or subsequent month. Chattanooga Gas replaced the meter but does not respond to queries concerning an adjustment for June. Please advise.

TPUC Utility Complaint Number 250290

Date Filed: 09/17/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Chattanooga Gas Company

Type Of Service (Internet, Cable, Phone, Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Chattanooga Gas is billing us over 700 per month during the summer when all we use gas for is for heating during the winter months. When I called to inquire why we are paying so much they could not give me a good answer. The rate shown on their rate sheet is only 144.40 per month base use a charge per therms which we dont use any during the summer months . We would like our bill to be adjusted to accurate and Chattanooga Gas is not being cooperative.

TPUC Utility Complaint Number 250316

Date Filed: 10/07/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Chattanooga Gas Company

Type Of Service (Internet, Cable, Phone, Gas): Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I had gas turned on at my home when I bought it from out of state. I received bills of increasing amounts above the approved base rate for several months. I was never granted access to review my bills. I discovered I had no gas appliances. I called and they confirmed I had used 0 gas & had charged me for expected use and I would not be refunded. I would like to be refunded for what I spent above the base rate.

TPUC Utility Complaint Number 250024

Date Filed: 01/29/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Appalachian Power Company - SmartHub

Type Of Service (Internet, Cable, Phone, etc.): Electric

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I feel SmartHub is billing our home based on the temperature outside instead of KW usage. Since October our thermostat is set on 59 degrees. The October and November bills were normal but the December bill increased by over 100. I contacted the company and they said there is nothing they can do. On January 3 we completely shut off the heat pump and to our surprise our January bill has also increased by over 100. I'd like someone to look into this matter. Thank you.

TPUC Utility Complaint Number 250026

Date Filed: 01/30/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Appalachian Power Company

Type Of Service (Internet, Cable, Phone, etc) Electric

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Power billed increased 100 previously then last month was 249.01 payment made on 1 10 25. the new bill received yesterday was 405.17. we changed nothing keep the HVAC set low no space heaters no extra people nothing extra. A 250 increase since November is absolutely ridiculous.

TPUC Utility Complaint Number 250127

Date Filed: 04/01/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Appalachian Power Company

Type Of Service (Internet, Cable, Phone, etc) Electric

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I am 75 yr old with COPD/respiratory failure and on oxygen! I called AEP first of March about a medical extension to pay the bill, young lady assured me they could and would do an extension, giving me until March 19th to pay bill. The young lady did finally say the bills were estimated for the last 2 months. This is where it gets complicated just need diagnosis statement and need for oxygen for company and Pulmonary faxed the info in. March 10th about 10am my power went off and I called all day, speaking with different agent each time getting another reason why they wouldn't help. Around 3pm I reached out to my grandson and he reached out to my son, they were able to pay and get my power back on. There are so many reasons they gave really made me mad, they lied and said Tennessee did not recognize nor honor medical letters. I could tell you more lies but too many. I am here all day by myself and evenings my son and 2 greats (3yrs and 6 1/2 yrs) for about 4 hours. Major issue with these grossly outrageous bills. I have Atmos gas heat and my dryer is torn up so I have to go to the laundry mat to dry my clothes. Everyone is getting those bills! How does Appalachian Power get away with this? I get a 1,285 SS and 94.72 from Holston Valley Medical Center. How many people like me have been, are, or will be without heat, oxygen Etc?

TPUC Utility Complaint Number 250158

Date Filed: 04/24/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Appalachian Power Company

Type Of Service (Internet, Cable, Phone, etc) Electric

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Due to the length of ongoing efforts to resolve the issue of debris left behind during routine line clearance maintenance I will send an email with a detailed timeline and accompanying photos to ensure all relevant information is properly documented and communicated.

TPUC Utility Complaint Number 250225

Date Filed: 07/17/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Appalachian Power Company

Type Of Service (Internet, Cable, Phone, etc) Electric

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

AEP Failed to send me a bill for previous period. Because my income is low & varies I pay in batches. I was never notified my balance had run out and did not know when my balance bill would be due. I have never paid late and have tolerated the increased in rates thus far. Out of curiosity I contacted them and attempted to have them to waive my late fee and they simply say I should have called within 48 hours of due date. I was unaware of my due date due to no bill.

TPUC Utility Complaint Number 250241

Date Filed: 07/30/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Appalachian Power Company

Type Of Service (Internet, Cable, Phone, Electric

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Power surges in our neighborhood very often even during light storms. Ive lived in my home for a little over a year a house that is only 3 years old and have already had to replace electronic components in my garage opener which the technician said was caused by surges. My power surged no less than 6 times today 7 30 25. Ive asked neighbors and they also have these surges. Im paying for unreliable service that is damaging my electronics and appliances

TPUC Utility Complaint Number 250254

Date Filed: 08/04/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Appalachian Power Company

Type Of Service (Internet, Cable, Phone, Electric

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

I wish to file an official complaint to AEP adding a Targeted Reliability Plan TRP MS Surcharge to my base utility rate.

TPUC Utility Complaint Number 250003

Date Filed: 01/03/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

We have two properties our personal living home [REDACTED] Tennessee [REDACTED] and [REDACTED] Tennessee [REDACTED] which is our vacant property that we had purchase. We had the Water Service turned on to begin the remodeling process of the vacant home in 2023 a month after we received a outrageously High bills stating that we owed over 2000 and water usage we contacted TN American Water because they disconnected our current living home based off our rental home

TPUC Utility Complaint Number 250007

Date Filed: 01/09/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I had a leak I feel was caused by TAW when they fixed a leak on their side. They were supposed to come on look but never showed. I did get a plumber to fix it and I can live with that. The problem is the bill adjustment that they have assured me would be taken care of - this is also tied to wastewater bill. I have not received any calls in the 2 months I have tried to resolve this problem . I call about 3 times a week and they have done nothing. I have attach the last bill.

TPUC Utility Complaint Number 250036

Date Filed: 02/07/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

On 11 15 2024 Tennessee American Water repaired a leak on their side of the water meter for [REDACTED] meter 27031894. During the repair they broke our water sprinkler line and left a big gravel patch on our grass. The repair service is [REDACTED] I have tried contacting TNAW two times with the most recent call on 2 3 25 and have not received a reply.

TPUC Utility Complaint Number 250037

Date Filed: 02/07/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

On 11 15 2024 Tennessee American Water repaired a leak on their side of the water meter for [REDACTED] meter 27031894. During the repair they broke our water sprinkler line and left a big gravel patch on our grass. The repair service is [REDACTED] I have tried contacting TNAW two times with the most recent call on 2 3 25 and have not received a reply.

TPUC Utility Complaint Number 250116

Date Filed: 03/12/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Im new to Chattanooga. I moved this past summer. TN American Water is stating I use one thousand gallons of water a month. I live alone. I dont water my grass. I dont wash my truck. I do laundry every other week. I rarely do dishes. I have proof there is water sitting in the water main valve box by the street but still continue to say I used that amount of water. Nothing in or under my house leaks. No one from TN American Water calls me back from the local office to resolve the issue.

TPUC Utility Complaint Number 250149

Date Filed: 04/11/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

We have been living in our house for 4 months and our landlord switched the utility from his name to ours. Our service was cut off. We have been told it will be restored in 10 days. This is unacceptable. We live here and have nowhere to go. We have medical issues.

TPUC Utility Complaint Number 250155

Date Filed: 04/21/2025
First Name: Amanda
Last Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
State: GA
Zip Code: [REDACTED]
Phone Number: [REDACTED]
Email Address: [REDACTED]
Company That The Complaint Is Against: Tennessee-american Water Company
Type Of Service (Internet, Cable, Phone, etc) Water Waste Water
Contacted Utility Regarding Complaint? Yes
Link To Additional Documents:

Hello I paid Tennessee American Water for an Irrigation Meter install in October of 2024. They cashed my check of 752.61 when I submitted my application October 11 2024. Since then I have called customer service call center 5 times to ask when the meter will be installed. Each time tell me someone from the local office will call me. Now over 6 months later I still cannot get anyone to call me about when they will make good on this service.

TPUC Utility Complaint Number 250175

Date Filed: 05/15/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Summary of the Issue: In early 2025, I was billed for 22,200 gallons of water usage for a single billing period (Feb 5 to Mar 4, 2025), which is more than double my total water usage for any prior year. Historically, my annual usage has averaged approximately 10,000 gallons per year over the past five years.

In response to the spike, I began recording my water meter readings daily and made a point to avoid using water during these periods to verify whether the meter showed movement. On multiple occasions, I observed no change in the meter reading, indicating no water flow was occurring. I also hired a licensed plumber, who conducted a thorough leak inspection and confirmed there were no leaks on the property.

Despite this evidence, Tennessee American Water did not acknowledge a meter issue and only replaced the meter after I specifically requested it. Following its replacement, my water usage returned to normal levels (800 gallons for the most recent billing period), which strongly suggests the original meter was malfunctioning.

Nevertheless, I was also billed for an additional 24,600 gallons of usage between March 4 and March 16 (from the same meter), bringing the total questionable usage to nearly 47,000 gallons over one and a half months. This is highly abnormal and inconsistent with all past usage. I have my own meter readings that show this number is inaccurate and also my bill which shows errors with their own numbers.

The company issued a partial credit of only \$75.18, which I believe is insufficient and does not fairly reflect the severity of the overbilling due to what appears to be a faulty meter.

TPUC Utility Complaint Number 250183

Date Filed: 05/21/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

TN American Water estimates the billing for water usage and will not provide a credit for actual water usage. I will email two billings they will come from [REDACTED] This will be for [REDACTED].

TPUC Utility Complaint Number 250190

Date Filed: 06/02/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

[REDACTED] The water company had my home listed as a commercial property resulting me to have a very increased sewer bill after already having issue with my neighbors kids playing on my water from the spouts outside... I would like every call that Ive made to the water company in the last month so that you can see how unprofessional these reps have been. I want to know how long my account has been listed as commercial and what all did this effect.

TPUC Utility Complaint Number 250191

Date Filed: 06/02/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I got my water disconnected per Chattanooga waste and I made my payments and was told I would get my water connected After 2 hours of no reconnection I had to contact them back and was told to contact American water And reps have been having me back and forth to contact American water and then to contact Chattanooga waste and until at 4 47 pm I was told they never received it and would not get my water connected today when I have a toddler who cant use the restroom due to no water

TPUC Utility Complaint Number 250218

Date Filed: 07/10/2025
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
State: TN
Zip Code: [REDACTED]
Phone Number: [REDACTED]
Email Address: [REDACTED]
Company That The Complaint Is Against: Tennessee-american Water Company
Type Of Service (Internet, Cable, Phone, etc) Water Waste Water
Contacted Utility Regarding Complaint? Yes
Link To Additional Documents:

I was awoken this morning by my phone ringing and my noise box on the porch to keep animals away from the yard. When i looked at my phone the number was [REDACTED] on 07 10 2025 at 9 29am i did not answer since i dont know that phone number. Then about 9 41 a number 1 [REDACTED] called did not answer. When i looked at my window i saw the Water Company Truck sitting outside just thought they were checking the meter. Called 1- [REDACTED] to complain spoke to [REDACTED] about problem.
This is the rest of the complaint of cut off service i went to the door look out came back upstairs in the house. Waited a minute or two went down stairs looked out the open door employee still sitting in the truck. So i came back up stair waited a minute or two went back down stair and stood on the porch outside then came in the house and the driver drove off. I called 1- [REDACTED] spoke to [REDACTED] and explained everything to her.
The driver thought no one lived here because 3 gallons was leaking so he said it seem the house was vacatin. They cut our water back on at 4 30pm est time this employee rang the door bell to let us know what was going on about the water. Thank you

TPUC Utility Complaint Number 250219

Date Filed: 07/10/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

This is the rest of the complaint of cut off service i went to the door look out came back upstairs in the house. Waited a minute or two went down stairs looked out the open door employee still sitting in the truck. So i came back up stair waited a minute or two went back down stair and stood on the porch outside then came in the house and the driver drove off. I called 1-[REDACTED] spoke to Heather and explained everything to her.

TPUC Utility Complaint Number 250220

Date Filed: 07/10/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

The driver thought no one lived here because 3 gallons was leaking so he said it seem the house was vacatin. They cut our water back on at 4 30pm est time this employee rang the door bell to let us know what was going on about the water. Thank you

TPUC Utility Complaint Number 250267

Date Filed: 08/18/2025
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
State: TN
Zip Code: [REDACTED]
Phone Number: [REDACTED]
Email: [REDACTED]
Company That The Complaint Is Against: Tennessee-american Water Company
Type Of Service (Internet, Cable, Phone, Water Waste Water
Contacted Utility Regarding Complaint? Yes
Link To Additional Documents:

The Tennessee American Water stated I owe 198.68 for property of [REDACTED] [REDACTED] for 7 12 25. I have never lived at that residence and my account has always been [REDACTED]. I have had this happened twice and it had become an nuisance without any solutions. I havent had any notice sent to my address [REDACTED]. Please see the attached billing question. I will attach to the email.

TPUC Utility Complaint Number 250280

Date Filed: 08/29/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Tennessee American Water no longer includes return envelopes with its bills. I attempted to call them but the Chattanooga line was disconnected and the 866 number put me into a loop of free gifts so I am writing to inquire whether it is appropriate service to discontinue providing return envelopes with a customers monthly billing? I

TPUC Utility Complaint Number 250288

Date Filed: 09/15/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, Water Waste Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We have a high water bill because i think the commode is leaking. My problem is when i call 1-[REDACTED] and ask the customer service employee to give me the Billing Payment Center i have a problem being transfer. When i request to be transfer to the Billing Payment Department i dont enjoy being told they can help me or billing department is going to tell me the same they customer service is saying. What i want is the direct number to Billing Payment Center to talk to a employer.

TPUC Utility Complaint Number 250291

Date Filed: 09/19/2025

First Name: Marcus

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I have had to call multiple times about my bill being higher than normal for the first 4 to 6 months of the billing year with the last high bill stating 70 thousand gallon of water was used and bill was over 500 and then all of a sudden suddenly dropped to below 4 thousand gallon I have filed disputes and this is constantly going on causing me to spend extra money when no problem exists after constantly getting plumber to come out to say something that nothing is wrong!!!!

TPUC Utility Complaint Number 250297

Date Filed: 09/23/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I am needing to revise my payment arraignment but Tennessee American water advise they cant even after letting them know we just got back from a family emergency and did not get the noticed until 9 22 25 and have a scheduled disconnection as of 9 24 25 And they directed me over to public utility commission that they would be able to edit the payment arraignment on file and after calling tn public utility commission they advised they dont handle it So now I have been back and forth

TPUC Utility Complaint Number 250325

Date Filed: 10/12/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Am being charged for usage that I was not had access to I have at least stating that I had moved in on this date and the utility was off before then

TPUC Utility Complaint Number 250330

Date Filed: 10/15/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Consumer stated her bill and received still received a disconnect notice from TAWC. ccb

TPUC Utility Complaint Number 250361

Date Filed: 11/18/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water Company

Type Of Service (Internet, Cable, Phone, Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Tennessee American Water company performed repair work on a leak near the street on my driveway. Their contractor removed the steel plate in order to remove the top layers of asphalt on July 23rd. The steel plate was not returned to the leak site. Upon returning home and driving into my driveway my vehicle sustained damage to the front bumper. The asphalt was redone the following day. Tennessee American Water has denied me compensation for the damage done by their contractors negligence.

TPUC Utility Complaint Number 250038

Date Filed: 02/07/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Docket No. 24-00044 The suggested increase in the Shilo Falls Residential area from 20.03 to 86.64 per 3000 gallons. Is totally unacceptable! This would be a 400 anything more than 5 -10 increase would be price gouging. This kind of increase would be the the wrong message to all utilities and is not good for the residents of Hardin county or the state of Tennessee. I would askthe Commission to reject Limestone Water Utility Operating CompanyLLC request. Sincerely [REDACTED]

TPUC Utility Complaint Number 250043

Date Filed: 02/11/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

IN RE PETITION OF LIMESTONE WATER UTILITY OPERATING COMPANY LLC TO INCREASE CHARGES FEES AND RATES AND FOR APPROVAL OF A GENERAL RATE INCREASE AND CONSOLIDATED RATES. Do not approve the proposed astronomical rate hike for Limestone specifically in the Grassland TN community sewer line. A 10 rate hike would be fair. The one proposed would be more like a 300 rate hike and is unjust to the homeowner.

TPUC Utility Complaint Number 250092

Date Filed: 02/18/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

The astronomical Limestone Water and Sewage rate increase plus lack of attention to spillage into our River Rest neighborhood in Grassland common area must be addressed. I understand that upgrades must take place and as a result must be absorbed by the consumer but these should be at a reasonable rate. Additional time is needed to process and ask questions before this price hike is initiated.

TPUC Utility Complaint Number 250153

Date Filed: 04/17/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I have an immediate problem getting Limestone to connect my water & sewer taps on both of the above addresses. I applied for the tap fees on 7 15 24. On 7 18 2024 limestone emailed back that both accounts were set up. On 8 13 2024 we were notified the connection fees were paid and the work orders were issued. To this date the taps have not been connected. I have reached out to the company many times to the owner 4 times & only get lip service. Homes will be complete In 30 days with no service

TPUC Utility Complaint Number 250201

Date Filed: 06/12/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Since 2022 our business [REDACTED] has been billed approximately 50 per month for wastewater services provided by Limestone Water. Our bill for May was 14023!!! I first called Limestone on Monday 6 9 and spoke to CSR who said they would have a supervisor call me. No one called. I called again on 6 12 and was advised that as part of a rate increase our business went from being billed based on 1 ERU to 83 ERU and that this was a ratio that was set by the TPUC

TPUC Utility Complaint Number 250217

Date Filed: 07/10/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: OH

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

[REDACTED] is currently being charged 3 X the base rate when in the past it was 1 X the base rate and overage for months that it went over the base rate. When asking for why they gave the answer that we can have upto 18 renters in the house at a time. This is a seasonal rental and some month almost zero water is used and in the last 12 months only once did we exceed the base amount of water. The see the base rate is attached and they refuse to provide other inf

TPUC Utility Complaint Number 250233

Date Filed: 07/30/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, Wastewater): Wastewater

Contacted Utility Regarding Complaint?: No

Link To Additional Documents:

See PDF complaint attachment

TPUC Utility Complaint Number 250234

Date Filed: 07/30/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address:

City:

State: TN

Zip Code:

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, Wastewater

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

[See Pdf Complaint Attachment](#)

TPUC Utility Complaint Number 250235

Date Filed: 07/30/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, Wastewater

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

See PDF complaint attachment

TPUC Utility Complaint Number 250236

Date Filed: 07/30/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, Wastewater): Wastewater

Contacted Utility Regarding Complaint?: No

Link To Additional Documents:

[See Pdf Complaint Attachment](#)

TPUC Utility Complaint Number 250237

Date Filed: 07/30/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, Wastewater): Wastewater

Contacted Utility Regarding Complaint?: No

Link To Additional Documents:

[See Pdf Complaint Attachment](#)

TPUC Utility Complaint Number 250351

Date Filed: 11/04/2025

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: MS

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Limestone Utility Operating Company

Type Of Service (Internet, Cable, Phone, Water Waste Water): Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

[REDACTED]. We purchased our home on March 3 2021 and were told no utility companies serviced our road. We sold the property on May 5 2023. On Nov 4 2025 I received a 2547.60 bill from Limestone Water for an account I never opened. The company has no personal identifiers DOB SSN etc. linking me to the account. There was no prior account and it remains active without my knowledge. This account was fraudulently opened and I will not accept responsibility for the charges.